Operations Manual

for

Tier 1 Systems

Montana Department of Justice – Gambling Control Division

November 3, 2017
Version 1.9

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Revision History

Date	Version	Reason For Changes
11/3/17	1.9	Added new section 7, renumbered section 8 Clarified Section 5 and 6
10/25/2017	1.8	Clarified section 2.1 Modified section 2.2, 4.1 and 4.2. Updated Appendix A
6/14/2017	1.7	Modified sections 2.1, 3.1, and 3.2 Clarified sections 2.2 and 7.2 Updated Appendix A and B Added Appendix C
10/28/15	1.6	Corrected the URL Address in 3.2. Added section 1.3 discussing physical Tier 1 Installation Requirements
9/1/15	1.5	Updated Contact address in 3.2 for TSS
7/9/15	1.4	Corrected section reference numbers for section 7
7/6/15	1.3	Added section: Tier 1 Startup (No Cutover)
5/12/15	1.2	Updated the Links for the new FTS, REST
2/12/15	1.1	Modified Section 2.2 (3, 4, 6, 7c). Added Section 2.2 (Notes). Added Appendix B
12/9/14	1.0	Initial Version.

1. Introduction

1.1 Purpose

The purpose of this document is to describe the Operator responsibilities related to Tier 1 setup and operation.

1.2 Intended Audience

The intended audiences for this document are Video Gambling Machine (VGM) Tier 1 owners and staff who have responsibility for operating and/or servicing VGMs connected to a Tier 1 Host.

1.3 Physical Installation Requirements

The following list describes all requirements that must be met for each installation of a Tier 1 System in an establishment:

1. The System must have a stable Internet connection with access to MT state FTS Services;
2. All Tier 1 Hosts need to be accessible and within reach for field inspections; if generic locks are not used, keys need to be made available for inspections;
3. Any cabling installed for Tier 1 equipment should be restrained and maintained internally to the VGM cabinets so as not to impede their accessibility or functionality;
4. Tier 1 System components should not be readily accessible to the general public/players.

2. Tier 1 Startup (No Cutover)

2.1 Purpose

Tier 1 installation for a location with all new VGM licenses is outlined below. All VGMs must be licensed through TAP and not be available for play. VGMs meters at the time of first Tier 1 reporting must match meters entered during licensure. If at any time you have questions concerning this process, please contact the Tier 1 team at DOJGCDTier1@mt.gov or 406-444-1971.

2.2 Procedure

1. Prior to permitting, configure the Tier 1 Host to the FTS <u>Test</u> Directory.
   a. User Log In credentials are issued by the Department of Administration.
   b. URL (FTS Test): https://test.transfer.mt.gov
   c. Transfer Type 4

2. The VGMs should be permitted on TAP as:
   a. Tier = Tier 1
   b. Frequency = Daily
   c. Report Day = All
3. Once all VGMs are permitted, configure the Tier 1 Host to the FTS <u>Production</u> Directory.
   a. User log in credentials are issued by the Department of Administration.
   b. URL (FTS Production): https://transfer.mt.gov
   c. Transfer Type 4

Notes:
1) Any non-compliance with the Startup procedure may extend the Startup date.
2) Program(s) listed in Appendix A cannot be used with a Tier 1 system.

3. Tier 2 to Tier 1 Cutover

3.1 Purpose

The process to switch a location from a Tier 2 reporting system to a Tier 1 system is outlined below. If at any time you have questions concerning this process, please contact the Tier 1 team at DOJGCDTier1@mt.gov or 406-444-1971.

3.2 Procedure

1. Notify the Division which location(s) and VGM(s) will be coming online. Provide the Gambling Operator account number and the VGM ID numbers.
2. Establish a Cutover date with the Division, taking into consideration state holidays, weekends, and end of quarter.
3. Transmit final Tier 2 meter readings and any service to the Division prior to Cutover.
4. VGMs running programs listed in Appendix B with any $$IN, $$PL, $$WN or $$PD soft meters greater than 900,000.00 must be cleared prior to Cutover.
5. Any service work must be reported through TAP prior to Cutover day.
6. Two working days prior to Cutover, configure the Tier 1 Host to the FTS <u>Test</u> Directory and begin reporting until the Cutover day.
   a.   User Log In credentials are issued by the Department of Administration.
   b.   URL (FTS Test): https://test.transfer.mt.gov
   c.   Transfer Type 4
7. On the Cutover day, configure, the Tier 1 Host to the FTS <u>Production</u> Directory.
   a.   User log in credentials are issued by the Department of Administration.
   b.   URL (FTS Production): https://transfer.mt.gov
   c.   Transfer Type 4

Notes:
1) Any non-compliance with the Cutover procedure may extend the Cutover date.
2) Program(s) listed in Appendix A cannot be used with a Tier 1 System.

4. VGM Change of Ownership

4.1 Purpose

When the ownership of a VGM is changed (i.e. ownership from Establishment Owned (EO) to Route Operator (RO) owned, RO to RO or RO to EO) this is done through the Tier 1 Host.

4.2 Procedure

The following procedure must be followed:
1. The VGM **must** be currently communicating with the Tier 1 Host.
2. On the Tier 1 Host select the VGM to be changed.
3. Input the new VGM ownership along with the effective time/date of ownership change.

5. Tier 1 to Tier 2 Reversion

5.1 Purpose

In the event a VGM owner wishes to revert from Tier 1 to Tier 2 reporting for some or all VGMs.

5.2 Procedure

The Division must be notified and supplied with the following information:
1. The day the VGM(s) are being taken offline from the Tier 1 System.
2. A list of all VGMs being removed.
3. A notice of the Reporting Day and frequency of forthcoming meter submissions.

6. VGM Withdrawal

6.1 Purpose

When a VGM is to be removed from play prior to the annual June 30 renewal deadline, the Division must be notified. VGMs meters at the time of last Tier 1 reporting must match meters entered during LOW procedure.

6.2 Procedure

The following procedure must be followed exactly in the order listed. Failure to follow this procedure WILL create records of Unlicensed VGM play at the establishment.
1. Remove the VGM(s) from play on the Tier 1 Host(s).
2. Apply for a Letter of Withdrawal (LOW) on the TAP website.
    a. Refer to https://dojmt.gov/gaming/training-sessions/ Online Reporting System - User Guide for instructions.

3. The time reported for the LOW online should be after thetime the VGM was removed from Tier 1 Host.

7. Tier 1 Removal or Replacement

7.1 Purpose

When an establishment wishes to remove or replace their Tier 1 System. VGMs meters at the time of last Tier 1 reporting must match meters entered during LOW procedure.

7.2 Procedure

The following procedure must be followed exactly in the order listed. Failure to follow this procedure WILL create records of Unlicensed VGM play at the establishment.
1. Remove the VGM(s) from play on the Tier 1 Host(s).
2. Apply for a Letter of Withdrawal (LOW) on the TAP website.
    a. Refer to https://dojmt.gov/gaming/training-sessions/ Online Reporting System - User Guide for instructions.
3. The time reported for the LOW online should be after the time the VGM was removed from Tier 1 Host.
4. After removing VGM(s) from Tier 1 Host, the system must remain online until its final file is received by state at its next normal reporting period.
5. If installing new system follow procedure describe in section 2.

8. General VGM Service

8.1 Purpose

Follow these guidelines when a VGM requires service.

8.2 Procedure

Service forms are not required for VGMs connected to a Tier 1 Host. No modifications are required to the Tier 1 Host for VGM service.
1. For board replacement
    a. Always perform a RAM clear and follow section 8.2 (5).
2. For software upgrade
    a. If a RAM clear is required, follow section 8.2 (5).
3. For VGM failure requiring a RAM clear, follow section 8.2 (5).
4. For any service play
    a. Disconnect the VGM from the Tier 1 Host.
    b. At the end of service, perform a RAM clear and follow section 8.2 (5).

      c.   Reconnect the VGM to the Tier 1 Host.
5. Verify all VGM data is correctly configured
   a. VGMIDs and Serial Numbers should be treated as literal strings and match entirely the data supplied on the VGMID decals and ID tags, including leading zeros.
   b. SAS should be enabled and configured to properly communicate with the respective Tier 1 Host.
   c. Before service is complete, verify the VGM appears on the Host is communicating properly.

Appendix A: Incompatible VGM Programs

Below is a list of programs which are approved for use with a Tier 1 System. These programs listed should have direct, no cost, replacements available that are approved for use with a Tier 1 System.

IGT	00617B

Appendix B: VGM Programs That Don't Support Extended Metering

Below is a list of VGM programs which do not support communication of electronic meters greater than 999,999.99. When running any of the listed VGM programs on a VGM connected to Tier 1 Host, you must perform a RAM clear (see section 7) when any of the $$IN, $$PL, $$WN, $$PD meters exceed a value greater than 900,000.00.

It is the Route Operator's responsibility to check the VGMs when performing collections and clear if necessary. Allowing the meters to progress into millions on VGMs running these programs will result in meter rejects at the Division level when reported via Tier 1.

Manufacturer	Programs			
AGT	AGT127			
IGT	1091 00055A 00617B 01K017			
Spielo	2106B5 2107B2 2107B3 2108B5 2108C5	2111AB 2111AC 21124B 21124C		
Summit	640GEN GB0232 GB0280 GB0412 LT0105 LT0213 M04002 M04302	M06003 M06203 M07003 M07202 M07302 M07503 M07804 M08004	M08005 M08105 M08205 M08304 M08306 M08804 M08806 P09105	SB0105 SB0213 SB0214 SB0222 SB0232 TP0242 TP0278 TP0412
VLC	V641B2 V642A2 V642B1			

Appendix C: Glossary

$$IN – Total Coin and Bills In Meter.

$$PD – Total Paid Meter.

$$PL –Total Played Meter.

$$WN – Total Won Meter.

Cutover Date – Date the FTS URL is changed from Test to Production.

FTS – File Transfer System for the State of Montana.

GenTax – Tax database used by the State of Montana and created by Fast Enterprises.

GCD – Gambling Control Division

HTTP – Defined as Hypertext Transfer Protocol, is an Application Layer protocol for distributed, collaborative, hypermedia information systems. HTTP is a request-response protocol standard for client-server computing.

LOW – Letter of Withdrawal

SAS – Defined as Slot Accounting System protocol; a protocol designed to automate slot machine meter reporting and event logging.

TAP – (TransAction Portal) Is an online portal for access government services.

Tier 1 System – A local area network that automatically captures VGM performance data and transmits it to the state.

TSS – Technical Services Section

VGM – Video Gambling Machine.

VGMID – Video Gambling Machine Identification; this tag is supplied by GCD and affixed to each VGM. Common locations for this tag on a VGM (subject to cabinet design) are adjacent to the serial tag and/or on the upper-right side of a non-removable portion of the exterior.